



INCREASED APPOINTMENTS AVAILABLE TO BOOK ON LINE

You have been able to book appointments online with your GP for a number of years at this practice - currently there are 3% of patients registered to use this service. In recent weeks, all appointments have been released so that you can book these; previously only a restricted number were available to book. However, the system will only allow you to book appointments with your registered doctor as the technology hasn't evolved enough for you to be able to book as well with your GP team. It's a small improvement which we hope will assist patients who need to book routine appointments. They are available up to 8 weeks in advance.




PATIENT CHOICE



There has been a great deal of importance attached to patients having choice about where they receive their care and the need for your GP to offer you this choice. Results from our survey 6 months ago indicated that 35% of patients didn't remember being offered a choice. It is worth highlighting that the choice is only available in secondary care services ie when you visit hospital. The increase in the number of community clinics in the area offering services such as urology, audiology, memory assessment, non-obstetric ultrasound, dermatology, musculo-skeletal and optometry means that patients are likely to be visiting hospital less and less in the future, and being offered services closer to home. Park View Health Partnership currently hosts urology, audiology, memory assessment, non-obstetric ultrasound community clinics as well as diabetic retinopathy during the autumn every year.

ORDERING REPEAT PRESCRIPTIONS

You will know from the article in our newsletter back in Spring 2012 about the various ways in which patients can request repeat prescriptions. Repeat prescriptions are available in the practice after 2 working days of you submitting your request (popping it in the letter box or receiving an acknowledgement of your request by mail) and after 4 working days at your preferred chemist. These timescales are only relevant if the prescription request is straightforward. It will take longer if you request an item and:

-  you are overdue a medication review and haven't booked an appointment. You should be reminded on your request slip if a medication review is required.
-  the medication that you have requested is not on repeat prescription. Some drugs can only be prescribed as a one off and won't be added to your repeat listing. If the medication doesn't appear on the white side of your prescription, it cannot be repeatedly ordered.
-  You have inadvertently used the administration email address of Info@parkviewhealth.co.uk rather than the regularly checked Parkview@nhs.net

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Tel: 01444 244294 Fax: 01444 480420 e-mail: parkview@nhs.net website: parkviewhealth.co.uk

FLU CLINIC

This year's flu clinic is already being arranged. You will be able to book an appointment if you are eligible for a free flu jab from mid-July onwards. The practice has been set very high targets by the Department of Health this year which they hope will help to prevent the population suffering from flu and aggravating associated illnesses during the winter. If you are eligible for the vaccination and decide against it this year, please let us know so that we don't keep asking you. You are eligible for a free vaccination if you are in any of the following groups:

-  Those aged 65 years and over on 31 March 2014 (ie born on or before 31 March 1949)
-  Those aged six months or older with:
 - Chronic respiratory disease
 - Chronic heart disease
 - Chronic Kidney disease
 - Chronic liver disease
 - Chronic neurological disease
 - Diabetes
 - Immunosuppression
-  Pregnant women
-  People in long-stay residential home
-  Carers
-  Health and Social Care Staff



The existing flu immunisation programme will be extended over a number of years to include all children aged two to 16 inclusive. In Autumn 2013, immunisation will be offered to a limited age range of pre-school-aged children.

A PATIENT'S POINT OF VIEW

I went to the Patients Participating Group meeting, not with any particular questions in mind but hoping to be just an observer. I thought I would listen to what other people might come up with and hopefully learn more than I already knew (which was very little) about the system of practices and developments within the NHS. It was a friendly, informal gathering made up of patients of the practice and very ably chaired by Helen Corpe. Helen explained that generally there are many big changes about to be made within the NHS and these changes have of course to be implemented within the Park View practice. This obviously will take time to come into full effect. We were told how the changes would hopefully lead to a smooth transition and that there would be little or no inconvenience to the practice patients. Previously, my knowledge of the NHS in general

was what I saw on TV and read in the press - which on occasions can be somewhat confusing. Too often, only the negative aspects are featured, and of course, these make for more interesting viewing and reading; good news seldom gets a deserving review.

I had personally little knowledge of how the practice worked but just accepted how professional and smoothly run the system appeared and I was amazed to learn how few full time Doctors, Nurses and other staff run the practice. It has to cope with a great number of patients and I now know why it may not always be possible to see a Doctor of choice immediately. Although I don't take this for granted, I nevertheless accept that the service is there when I need it, for this I am a grateful patient. Thank you. *Michael Edwards*

YOUR CONSTRUCTIVE COMMENTS (GOOD OR BAD) ARE ALWAYS WELCOME.

WE ARE OF COURSE A PARTNERSHIP

PATIENT GROUP MEETINGS ARE HELD FROM 5PM - 6PM

ON THE FIRST WEDNESDAYS OF JAN, MAR, MAY, JULY, SEPT AND NOV